

BEA Online Services Guide

BEA Online services allow you to manage and view your credit card/revolving loan account easily and conveniently. Please read through this guide for details of the services.

(Note: The contents of this guide are applicable to desktop computer only)

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Login

Existing User*

If you're an existing BEA Online user, you can log in to BEA Online directly and access **all** principal credit card/revolving loan accounts under your name through a consolidated service.



Existing BEA banking customers

- 1 Enter your existing account number/username and PIN, then click "Log in".



Existing BEA principal credit cardholders/revolving loan customers

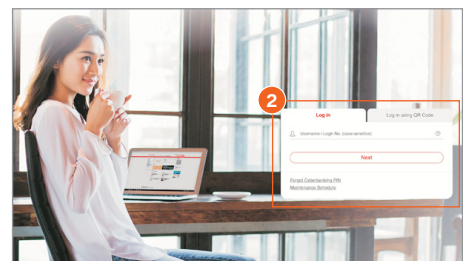
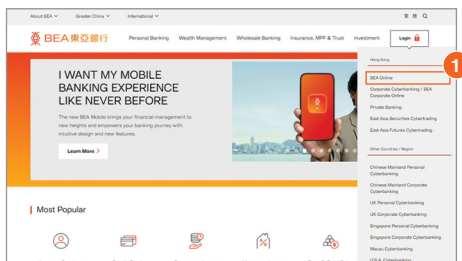
- 1 Enter your existing credit card number/revolving loan account/username and PIN, then click "Log in".



New User

If you're a new-to-bank customer or haven't yet used BEA Online, you can log in for the first time by entering your credit card/revolving loan account number and Phone PIN** (set by yourself during the card activation process). Once you've logged in, you can access **all** principal credit card/revolving loan accounts under your name through a consolidated service.

- 1 Visit BEA website at www.hkbea.com. Select "BEA Online" under "Hong Kong" from the "Login" menu on the right hand side.
- 2 Enter your account number and Phone PIN, then click "Log in". After changing your PIN and entering your email address, you can then begin to use BEA Online.



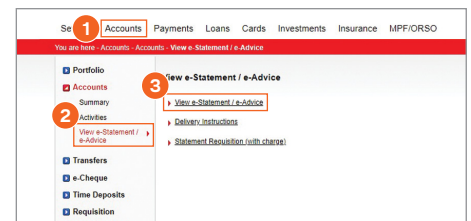
E-statement Service

View e-statement#

You can automatically obtain and check your credit card/revolving loan statements through BEA Online.

If you have chosen to receive paper statements for your credit card account(s), you can also view e-statements at any time through BEA Online.

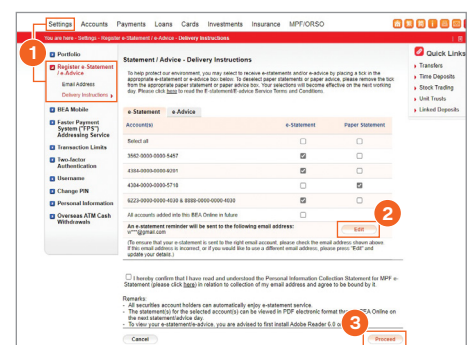
- 1 Click "Accounts" at the top.
- 2 Select "View e-Statement/e-Advice".
- 3 Select "View e-Statement/e-Advice".



e-Statement reminder

You can provide us with your latest email address to receive an email notification each time your e-statement is ready.

- 1 Click "Settings" at the top, then select "Register e-Statement/e-Advice" and "Delivery Instructions".
- 2 Click "Edit" to update your email address.
- 3 Click "Proceed" and follow the instructions to complete the update.



Remark: e-Statement service is bound by the terms and conditions. Please [click here](#) to read the e-Statement/e-Advice Service Terms and Conditions before using e-Statement service.

* Only applicable to Private Banking, SupremeGold, Supreme, i-Account, principal credit card, revolving loan and BEA Online accounts. Joint accounts and MPF accounts are excluded.

** If you've forgotten your Phone PIN, please contact our Customer Services Hotline for instant reset.

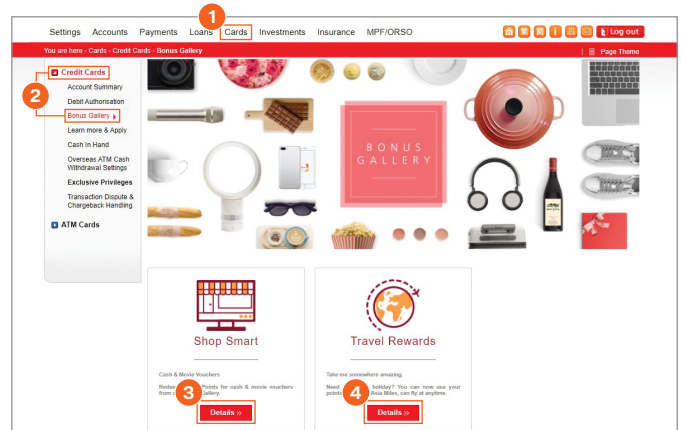
Not applicable to supplementary card.



Major Services

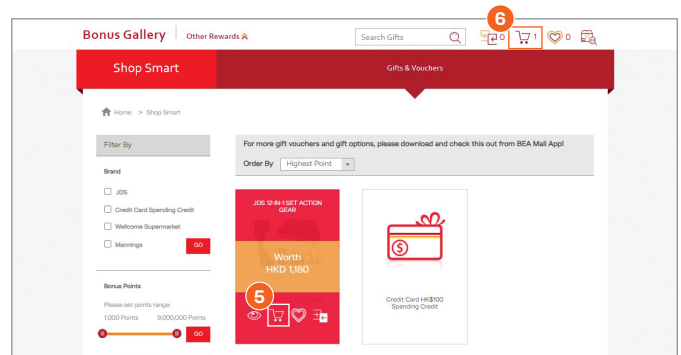
Redeem Gift With Bonus Points^{#^+}

- 1 Click "Cards" at the top.
- 2 Select "Credit Cards" and "Bonus Gallery" on the left.
- 3 Click "Details" in "Shop Smart", then follow the instructions and click "OK" to confirm logout BEA Online in order to view or select Shop Smart items. (Refer to Step 5 & 6)
- 4 Click "Details" in "Travel Rewards" to redeem Asia Miles™. (Refer to Step 7 & 8)



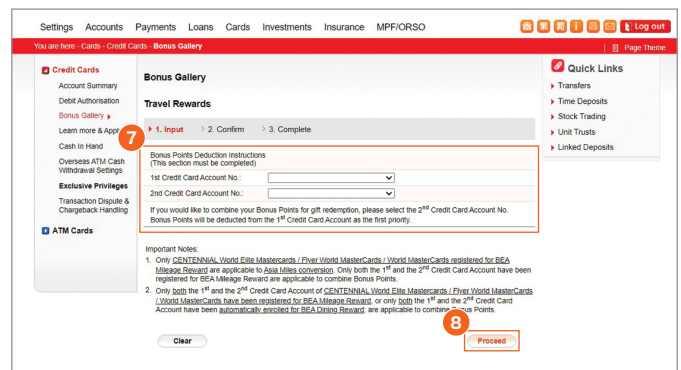
Shop Smart

- 5 Click to add selected item in your cart.
- 6 Once you have selected your item(s), click at the top, then follow the instructions and click "Proceed" to login to BEA Online in order to complete the redemption.



Travel Rewards

- 7 Select your credit card account for Bonus Points deduction.
- 8 Click "Proceed" and follow the instructions to complete the redemption.



[#] Not applicable to supplementary card.

[^] Not applicable to the RMB account of BEA UnionPay Dual Currency PLATINUM Credit Card.

⁺ Not applicable to BEA i-Titanium Card/JCB PLATINUM Card/Revolving Loan account.



Major Services

Check Credit Card Account Summary[#]

(The summary includes: Available Credit Limit, Current Balance, Statement Balance, Minimum Payment Due, Payment Due Date and Accumulated Bonus Points with Expiry Date)

- 1 Click "Cards" at the top.
- 2 Select "Credit Cards" and "Account Summary" on the left.

Check Revolving Loan Account Summary

- 1 Click "Accounts" at the top.
- 2 Select "Summary" on the left.

Settings Accounts Payments Loans **Cards** Investments Insurance MPF/ORSO

2 **Credit Cards** **Account Summary**

Credit Cards and ATM Cards Account Summary

View card overview · Register for campaigns · Use Bonus Points

Card No. / Card Type	Available Credit Limit	Current Balance	Statement Balance	Minimum Payment Due	Payment Due Date	Accumulated Bonus Points	Expiry Date
3562-0000-0000-5457 ICBC PLATINUM CARD	HKD 1,000.00	HKD 0.0	HKD 0.00	HKD 0.00	05/04/2024	Information Not Available	Information Not Available
4384-0000-0000-2021 F0 VISA PLATINUM CARD	HKD 1,000.00	HKD 0.0	HKD 0.00	HKD 0.00	-	0 Bonus Points	31/07/2027
4384-0000-0000-8718 VISA SIGNATURE CARD	HKD 0.0	HKD 0.0	HKD 0.00	HKD 0.00	-	0 Bonus Points	31/07/2027

View Transaction Activities

- 1 Click "Accounts" at the top.
- 2 Select "Activities" on the left.

Settings **Accounts** Payments Loans Cards Investments Insurance MPF/ORSO

You are here: Accounts - Accounts - **Activities**

Activities

As at 03 Apr 2024 11:43:12 HKG

Account Type: Credit Card Account 3562-0000-0000-5457

Account: 3562-0000-0000-5457 Credit Card Account Current Balance: 0.00

Period: from 20/03/2024 to 02/04/2024 Show Available Credit Limit: 1,000.00

Please Note:
1. The information below is for reference only and should not be regarded as transaction confirmation or advice.
2. The payer names and remarks displayed below may be abbreviated.
3. The date of fund transfers transaction will be displayed as next working day after system posting, if the transaction is processed on Sundays and public holidays.

Post Date	Transaction Date	Description of Transaction	Amount
25 Mar 2024	24 Mar 2024	PAYMENT RECEIVED (MOBILE). THANK YOU	159.90-

[#] Not applicable to supplementary card.



Major Services

Pay Bills[^]

- 1 Click "Payments" at the top.
- 2 Select "Bills" on the left.

Remark:

Regardless of the amount of the approved credit limit, the daily transaction limit of bill payments via BEA Online (including the Internet, mobile phone and phone channels) for the following 4 merchant categories is preset at HK\$100,000, while that of other categories is preset at HK\$20,000. You may login to BEA Online to reduce the limit of bill payments or visit any BEA branch in person to increase the limit.

- Government or Statutory Organisation
- Public Utilities
- Education: Primary or Secondary School
- Education: Post-secondary or Specialised Institution

View Details of Scheduled Payment Instruction[^]

Allows you to view and manage payment instructions to be executed in the near future[♦].

- 1 Click "Payments" at the top.
- 2 Select "Schedule" on the left.

Scheduled instruction no.	Merchant/Organisation name	Amount (HKD)	Execution date/ Next execution date	Frequency/ End before/ Last execution date	Pay from	Action
0000156	XXX Company Limited	3,331.00	13 NOV 2017	Monthly / 12 FEB 2018 / 11 OCT 2017	4384 XXXX XXXX XXXX	Edit Delete
0000157	XXX Company Limited	726.00	13 NOV 2017	Monthly / 12 FEB 2018 / 11 OCT 2017	4384 XXXX XXXX XXXX	Edit Delete
0000158	XXX Company Limited	421.00	13 NOV 2017	Monthly / 12 FEB 2018 / 11 OCT 2017	4384 XXXX XXXX XXXX	Edit Delete
0000151	XXX Company Limited	666.00	10 JAN 2018	Monthly / 12 DEC 2018 / 12 JUN 2017	4384 XXXX XXXX XXXX	Edit Delete

Overseas ATM Cash Withdrawal Settings^{^▲~}

- 1 Click "Settings" at the top.
- 2 Select "Overseas ATM Cash Withdrawals" on the left.

Overseas ATM Cash Withdrawal Settings

Card No./ Card Type	Issue No.	Start Date / End Date (DD/MM/YYYY)	Overseas Daily Withdrawal Limit
<input type="checkbox"/> 020943-XXXX XXXX XXXX SupremeGold Card	11	You have not activated the overseas ATM cash withdrawal service.	
<input type="checkbox"/> All			

Remarks:

1. With effect from 1st March, 2013, you are required to activate overseas ATM cash withdrawals function before using overseas ATMs to withdraw cash.
2. The start date should be earlier than or equal to: (i) six months from the current date, or (ii) the card expiry date, whichever is earlier.
3. The overseas ATM cash withdrawal activation end date should be within 1 year of the start date, or on the card expiry date, whichever is earlier.
4. The maximum overseas daily withdrawal limit is HK\$20,000 or its equivalent per day per card. You can set the transaction limit to HK\$100 or a multiple thereof.
5. For your protection, please ensure your mobile is switched on and can receive overseas ATM cash withdrawal alerts when abroad. Alerts for RMB in your account statements of an overseas ATM does not.

[^] Not applicable to the RMB account of BEA UnionPay Dual Currency PLATINUM Credit Card.

[♦] If you hold more than one BEA Online account, you must log in to the one in which you have set up a particular scheduled instruction in order to view the details.

[▲] Not applicable to Revolving Loan account.

[~] Activation is not required when using BEA Credit Cards (except the BEA UnionPay Dual Currency PLATINUM Credit Card) at JETCO network ATMs in Mainland China and Macau.



Change of Personal Information

You can **view & update*** your credit card/revolving loan account-related information conveniently **online** including your **correspondence address and email address**.

- 1 Click "Settings" at the top, then select "Contact Information" on the left.
- 2 Click "Edit" besides the appropriate account number to update your **Correspondence Address**. (Refer to Step 4)
- 3 Click "Edit" besides the appropriate account number to update your **Email Address**. (Refer to Step 5)

* The service hours are from 9:00 am to 8:00 pm from Monday to Saturday except public holidays.

The screenshot shows the 'Contact Information' page with a sidebar on the left containing navigation links like Portfolio, Register e-Statement / e-Advice, Mobile Banking, etc. The main area displays a table of accounts with columns for Account Type, Account Number, Cyberbanking Related Account, Correspondence Address, and Action. Red circles 1, 2, and 3 highlight the 'Edit' buttons for different accounts.

Update Correspondence Address

The screenshot shows the 'Change Correspondence Address' form. It includes a table of accounts with a red circle 4 highlighting the 'Edit' button. Below the table, there are fields for Region/Country, Flat, Floor, Block, Building/State, Street Name, and District. A red circle 4 also highlights the 'Proceed' button at the bottom.

- 4 Fill in the details of your correspondence address. Then click "Proceed" and follow the instructions to complete the update.

Update Email Address

The screenshot shows the 'Change Email Address' form. It includes a table of accounts with a red circle 5 highlighting the 'Edit' button. Below the table, there are fields for New Email Address and a section for direct marketing preferences. A red circle 5 also highlights the 'Proceed' button at the bottom.

- 5 Fill in the details of your Email address. Then click "Proceed" and follow the instructions to complete the update.

Note: To ensure that we can send you our latest information and to safeguard your interests, **please also inform us if there is any other change to your personal information by visiting any BEA branch to update your information record.**



Smart Tips

PIN Security

- Change your PIN on a regular basis for security purposes.
- Do not use your birthday or other easily guessed number sequence as your PIN. Do not disclose your PIN to any third parties including bank employees and police officers.
- Do not disclose your PIN to others when using a BEA Online, Customer Services Hotline, ATM, or any other online electronic banking channel.

BEA Credit Card Customer Services Hotline: 3608 6628
BEA Consumer Finance Services Hotline: 2211 1211

To borrow or not to borrow? Borrow only if you can repay!

Issued by The Bank of East Asia, Limited 東亞銀行有限公司